

TESTIMONY OF CLAUDETTE GIBSON
ON BEHALF OF SOUTH AUSTIN COALITION COMMUNITY COUNCIL
DOCKET NO. 02-0706

ILLINOIS
COMMERCE COMMISSION

2003 AUG 7 11:12
CHIEF CLERK'S OFFICE

Q1. Please state your name and address.

A1. My name is Claudette Gibson. My address is 824 N. Parkside Ave. 2f, Chicago, Illinois 60521.

Q2. Please describe the problem you had with Commonwealth Edison.

A2. My husband and I have an account with Commonwealth Edison #7159685049. The account is in the name of my husband Darryl Gibson.

On February 1, 2003 I made a cash payment of \$568.04 on my Com Ed bill at the North Avenue and Ashland Currency Exchange at 1604 W. North Ave. My payment paid off my entire Com Ed bill.

Approximately the second week in April, I received a bill \$568.04 from Com Ed. Thinking there must be some mistake, I called the Currency Exchange and asked them to check my account to see if the payment had been sent to Com Ed. The representative at the Currency Exchange said that the payment had been sent in and that it was probably a Com Ed mistake and that I should call them to check.

I then called 1-800-Edison-1 and asked the representative if my February 1st payment was showing on their system. The representative said the payment was not showing. I insisted that I had made the payment. I also offered to fax my receipt of the payment but the representative said she could not receive faxes. She did say that she believed me when I said I was having a problem with the Currency Exchange and that she would check into it; she also said that there would be no action taken in the next 30 days until the problem was identified.

Some weeks later, I again called the Currency Exchange. I advised them that Com Ed said they had no record of the payment. The currency exchange employees told me that they had sent it and that the problem must be with Com Ed. I again called Com Ed. I explained the whole situation to the customer service representative and was given the same response. I asked if there was any way that I could talk to a customer service representative in person because I was continually being sent back and forth between the currency exchange and Com Ed. The Com Ed rep said that Com Ed no longer had service centers where a customer could talk to a representative in person. I then asked to talk to a supervisor but the representative told me that the supervisor would just tell me the same thing and that, also, a supervisor was not available at that time. I asked the representative for advice about how to proceed in a case like this. The Com Ed rep responded that all a customer can do is keep calling until the problem is

resolved. I then asked about the situation where a person did not have a phone. I received no response to this question. Finally, I hung up.

In early July, I sent my son to pay \$80 on our electric bill at the Chicago/Laramie Payment Center.

My next contact with Com Ed after that was when my electric service was disconnected July 7th. I again phoned Com Ed and asked them why my service had been disconnected. The representative said it was because I did not pay the past due amount of \$586. I said I had paid. The representative said she had no record of the payment. She then said the same things the other representatives had said: get it straightened out at the currency exchange. I said that I had tried that several times without success.

I called Com Ed again later in the day and talked to another representative. She listened to my entire story and asked me if I did everything according to the proper procedures. I said that I had and asked for her name and extension number to stay in touch with her because she was now familiar with my problem and because she also seemed sympathetic. She gave me her contact information. I told her I was on my way to the Currency Exchange to look into the matter again. She asked me to call her from there. At the Currency Exchange, I talked to a supervisor named James. I showed him my receipt and he made a copy of it. I asked him if there was any way possible he could check it out to get it resolved today since my electric service was just shut off. He said he would look into it after he took care of his waiting customers. After taking care of his customers, he walked to the back and got on the phone and talked to someone. He seemed upset while on the telephone. He stayed in the back for approximately fifteen minutes before returning to the front area. During that time, I had been talking to my latest Com Ed contact person telling her what James was doing. Finally, James got off the phone and I handed him my cell-phone to talk to my Com Ed contact. James and my Com Ed contact talked for about ten minutes or so. Then James handed my phone back to me. Both James and the Com Ed representative told me that the \$586 had been credited to someone else's account—not mine. I then talked to both James and the Com Ed contact person about correcting the mistake and restoring my service. James said the \$586 would be credited to my account the next day. However, the Com Ed representative said that there was nothing she could do to restore the service until I paid the entire additional balance of usage in the amount of \$400 for the period since I made the February payment. At that point, I was so frustrated and disgusted that I could not talk anymore, so I hung up the phone and left the currency exchange.

Q3. Is there anything else you wanted to add in your testimony?

A3. I am still trying to get my electricity turned on. First of all, I hope that what happened to me doesn't happen to anyone else and that they get some service centers open for person-to-person contact, customer to Com Ed representative.

Second, I feel that I was wrongfully disconnected. That came about because of lack of effort and poor communication on the part of Edison representatives, neither of which would have taken place had I been able to speak in person with someone from Edison and present my story and receipts to Com Ed.

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

SOUTH AUSTIN COALITION COMMUNITY)
COUNCIL,)

vs.)

COMMONWEALTH EDISON COMPANY)
COKE COMPANY.)

NO. 02-0706

AFFIDAVIT OF Claudette Gibson

I have personal knowledge of the facts in the attached testimony. If I were called as a witness before the Hearing Examiner in this matter and I were asked the questions contained in that testimony, I would give the answers set out in my testimony.

Under penalties as provided by law pursuant to Section 1-109 of the Code of Civil Procedure, the undersigned certifies that the statements set forth in this instrument are true and correct, except as to matters therein stated to be on information and belief and as to such matters the undersigned certifies that ~~she~~ believes the same to be true.

Claudette Gibson

Signed and sworn before me
31st day of July, 2003.

Regina Gillenwater
Notary Public

